

SAMS I.Q. # 004

Issued: July 7, 2008

Question #12 :

SAMS becomes active July 1, It is my understanding that we are to use our existing system for reporting June services and to use SAMS for reporting for July and on-going services, is this correct?

Answer:

Yes, effective July 1st, 2008 all services must be recorded in the SAMS system, invoicing will be from the SAMS system for July services and ongoing. However, CSS acknowledges that implementing a system like SAMS can be challenging, as bringing staff and processes up to speed differs between agencies and individuals.

At the CSS Nutrition Provider Meeting July 2, 2008 it was announced that for agencies that cannot implement SAMS and get all services into SAMS by the end of July an alternative method of invoicing was discussed. In brief, for July, and August if needed, invoicing maybe completed using a manual modified invoice (finance will get you instructions if you need them later). The simple modified invoice will be paid to you for July, and August if needed, however, for September all data to support the invoices for July, August, **AND** September must be in SAMS. If less services are in SAMS for July and August than were invoiced, the balance will come out of the September invoice. If more services are in SAMS for July and August than were invoiced then the balance would be added to the September Invoice. If the Invoiced amount for July and August match what the SAMS data supports there will be no adjustment to the September invoice for this reason.

Basically, this allows agencies that cannot fully implement SAMS immediately a one or two month period to get processes in place that records appropriate data into SAMS. However, this cannot be extended beyond the July and August period with reconciliation in September. The faster an agency can fully implement SAMS reduces the duplicate work.

Question #13 :

How do I report hours or numbers for group activities?

Answer:

Group activities are reported using "Consumer Groups". From your SAMS main menu, you would select "Consumers" and you will then see a white drop down box below the menus that

says "Consumers" click on the drop down and select "Consumer Groups". Adding a "Consumer Group" is the same as adding a single Consumer except all individual data is left blank. Click "Add the Consumer Group", then attach it to the care enrollments and then add services. The Consumer Group activities are listed in the CDA Reporter handout (also sent electronically to everyone) under "Using SAMS for CARS Compliance" chart "CARS –Client Detail Requirements by Service". Service codes for "Groups" are 10-14 for NAPIS and 111,112,121,122,123 for FCSP. Your contract and services for each provider are programmed into SAMS. Based on your contract the system (and the chart) will indicate how you report, hour, session, contacts, # of activities as appropriate. The same chart is in two different places, in the training handout CDA Reporter it is page 3 & 4 and in the full CDA Reporter User Guide it is page 66 & 67.

Question #14 :

Occasionally a caregiver will not provide data that is now required, how does SAMS address this?

Answer:

Social Security numbers are the number one area of concern to most individuals and the CDA does not require SSN. Other data required by CDA is generally demographic data that is used in a collective manner for reports. CDA required data is not currently enforced as it would have made conversion to SAMS difficult, as all missing data would have to be entered immediately. In a few months the required CDA reporting data file will become mandatory in the software program as all missing data should be updated by September. Once the fields are mandatory in the software, entry of incomplete required data will result in an error message that will stop the data entry process.

Question #15 :

I am getting the Windows "Hour Glass" all of the time, am I doing something wrong to make the system run so slowly?

Answer:

The Windows "Hour Glass" is really a lie, we tried to point out in the training sessions, but did not get the message to everyone. SAMS is made to look like a Windows PC software package, but, is really a software package running through the Internet from the Harmony servers in Vermont. Simply click on another item or menu select and come back and it will disappear or just continue working dependent upon where you are. If the system is really busy just wait for a short time and it will catch up with you. The wait time would not be measured in minutes and if that is occurring you should contact technical support for assistance.